

What is claimed is:

1. A quality of service (QoS) implementation system for client/agent communication sessions based on expectation of benefit to the session host comprising:

a control node connected to the system for receiving a session request and for soliciting client data associated with a request;  
a data storage system for storing client data;  
a processor for comparing solicited client data to stored client data and for determining a quality of service option from more than one available option; and

an option execution module for executing the selected quality of service option for application to the session;

characterized in that upon receiving a session request at the control node, the control node solicits data from the request and accesses the data storage system to compare the solicited data with data stored therein and wherein depending on the results of data comparison, a QoS level appropriate to the criteria governing the comparison is selected and executed for application to the granted session.

2. The system of claim 1 wherein the session host is an entity maintaining one or more communication centers.

3. The system of claim 1 wherein the expectation of benefit is profit based.

4. The system of claim 1 wherein the control node is an Internet protocol router.

5. The system of claim 1 wherein the control node is a network bridge.

6. The system of claim 1 wherein the control node is a network server.

5 7. The system of claim 1 wherein the data storage system is a customer  
resource management database maintained within the communication center  
subject to the requested session.

10 8. The system of claim 1 wherein the data storage system is a customer  
resource management database maintained locally at the control node.

15 9. The system of claim 1 wherein application to the session includes  
propagation of replacement quality of service criteria that takes priority over  
any existing quality of service already established in the path of  
communication between the client and the client's destination.

10. The system of claim 1 wherein determination and execution of an  
appropriate quality of service option is automated.

20 11. The system of claim 1 wherein determination and execution of an  
appropriate quality of service option is manual.

25 12. A quality of service application program for enabling application of a  
priority service implementation over any existing service implementation in  
place at network nodes occupying a session path comprising:

an application program interface for enabling integration with a  
standard quality of service software implemented at the network nodes;

a data propagation module for sending and receiving the priority service implementation; and

implementation module for implementing a received quality of service package replacing any existing package implemented for the instant session.

13. The application program of claim 12 wherein the application program interface is self-executable.

14. The application program of claim 12 wherein the application is installed at a control node maintained by an entity hosting one or more communication centers.

15. The application program of claim 14 wherein the control node is an IP router maintained within the one or more communication centers.

16. The application program of claim 14 wherein the control node is an Internet file server.

17. The application program of claim 14 wherein the control node is a network bridge.

18. A method for prioritizing quality of service implementation for communication sessions within a data network based on expected benefit of the session to the entity hosting the session comprising steps of:

(a) establishing more than one quality of service option for selection and implementation;

(b) establishing and maintaining a customer resource management database associated with clients expected to initiate sessions;

(c) receiving session requests for prioritized quality of service implementation at a control point;

5 (d) obtaining client data from the session requests;

(e) matching obtained client data to customer resource management data; and

(f) determining and implementing the appropriate quality of service options for the sessions based on results of data matching.

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19. The method of claim 18 wherein the expected benefit is profit based.

20. The method of claim 18 wherein in step (b) the customer resource database is implemented within a communication center.

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21. The method of claim 18 wherein in step (b) the customer resource database is implemented at the control point.

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22. The method of claim 18 wherein in step (a) the various quality of service options are associated with different levels of bandwidth to be made available for applicable sessions.

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23. The method of claim 18 wherein in step (c) the control point is a network bridge.

24. The method of claim 18 wherein in step (c) the control point is an IP router.

25. Method of claim 18 wherein in step (d) the client data comprises at least identified phone number belonging to the client.

5 26. The method of claim 18 wherein in step (d) the client data includes a promotional code or password.

27. The method of claim 18 wherein in step (d) the client data solicited dynamically through an automated system.

10 28. The method of claim 27 wherein automated system is an interactive voice response unit.

29. The method of claim 27 wherein the automated system is electronic forms processor.

15 30. A method for conserving bandwidth for DNT transactions, comprising steps of:

(a) establishing more than one quality of service (QoS) option for selection and implementation;

20 (b) receiving DNT transactions at a control point;

(c) monitoring active or on-hold status of the DNT transactions at the control point; and

(d) implementing a lower QoS option for those transactions on hold than for those active.

25 31. The method of claim 30 wherein in step (b) the control point is within a communication center.

32. The method of claim 30 wherein in step (a) the various qualities of service options are associated with different levels of bandwidth to be made available.

5 33. The method of claim 30 wherein in step (b) the control point is a network bridge.

34. The method of claim 30 wherein in step (b) the control point is an IP router.

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